

**FULL BOARD ♦ Maricopa Workforce Connections**

West Valley Career Center, Event Room  
1840 N. 95<sup>th</sup> Ave., Suite 160, Phoenix, AZ

**1. Call to Order**

Chair Rick McCartney called the meeting to order at 09:37 a.m.

**2. Roll Call: Quorum (21)**
**Present:**

- |                          |                      |
|--------------------------|----------------------|
| 1. Tony Abraham          | 13. Belinda Hanson   |
| 2. Ben Candler (T)       | 14. Shawn Hutchinson |
| 3. Shellie Frey (T)      | 15. Randy Kimmens    |
| 4. Kayong Holston (T)    | 16. Katharine        |
| 5. Eric Knott (T)        | Levandowsky (T)      |
| 6. Rick McCartney        | 17. Blair Liddicoat  |
| 7. Kelsie McClendon      | 18. Paul Magallanez  |
| 8. Bob Neckes (T)        | 19. Rodney Pack      |
| 9. Jessica Starr         | 20. Marie Sullivan   |
| 10. Al Ford              | 21. Karen Thorne     |
| 11. Barbara Gallegos (T) |                      |
| 12. Trish Georgeff       |                      |

**Absent/Excused:**

*Trevor Gelder*  
*Dillon Holmes*  
*Tina Huff*  
*Paul Sanders*  
*Benjamin Serio*  
*Greta Suda*  
*George Thorne*  
*Chevera Trillo*  
*Karissa Brnak*  
*Yolanda Locher*  
*Christine Mackay*  
*Tony Maldonado*

**Staff/Guests**

Patrick Burkhart  
Martin Moreno  
Kristen Merser  
Justin Jones  
Bill O'Brien  
Melanie Benitez  
Jo Bessent  
Nelsonia Yazzie  
Jorge Caldwell  
Adilene Rivera  
Renzo Viccina  
Laurie Ontiveros

Terry Farrell  
Rudy Barcelo  
Kari Sanford  
Kristina Sanford  
Sheila Shedd  
Yesenia Cantu  
Virginia Sturgill  
Victoria Sanchez

**3. Approval of Meeting Minutes – Action Item**

Randy Kimmens made a motion to approve minutes from the March 13, 2012 meeting; Marie Sullivan seconded; minutes approved.

**4. Board Member Term Renewals, Non-Renewals, and New member – Action Item**
**MWC Board Member Term Expirations (Non-Renewals):**

- Trevor Gelder
- Katherine Levandowsky
- Greta Suda

Marie Sullivan made motion to accept MWC Board Members Term Expirations, Non-renewals; Karen Thorne seconded, motion carried.

**MWC Board Member Term Resignation:**

- Ben Serio

Al Ford made motion to accept MWC Board Member Term Resignation; Randy Kimmens seconded, motion carried.

**MWC Board Member Term Expirations (Renewals to 06-30-14):**

- Tony Abraham
- Ben Candler
- Shellie Frey
- Belinda Hanson
- Kayong Holston
- Shawn Hutchinson
- Blair Liddicoat
- Eric Knott
- Kelsie McClendon
- Trish Georgeff

Jessica Starr made motion to accept all MWC Board Member Term Expirations, Renewals to 06-30-14; Karen Thorne seconded, motion carried.

**MWC Board Member, Nomination, Term Ending 06-30-14:**

**Michael Scione**, Regional Program Manager, Division of Employment and Rehabilitation Services, Arizona Department of Economic Security.

- 30 years experience in Vocational Rehab Services
- BA and MA Degrees from Boston University

Nominated by: Katherine Levandowsky

Rodney Pack made motion to accept New Member nomination, term ending 06-30-14; Jessica Starr

seconded, motion carried.

Patrick commented on the current composition of the MWC Board as of 06-28-12. The members are: 12- Private Sector and 16- Partners and NGO Members. The Board composition must be 51% of the Private Sector and currently we are out of compliance. A minimum of four additional Private Sector nominations are required. The recruitment for the additional members will be deferred to the new Assistant Director.

**5. Arizona Precision Manufacturing Apprenticeship Program (AZPMAP) – For Information Only**

Tony Abraham introduced Mark Weathers to the Board as he presented about a new apprenticeship program. The AZPMAP Team is a multi-function team of interested stakeholders. This collaborative effort recognized the need to provide a steady supply of skilled and knowledgeable employees to the manufacturing industry. They banded together and applied for a grant, unfortunately the grant didn't work out. A grant was recently awarded, in the amount of \$200K to kick-off the program. After that we anticipate to receive more grants and eventually make the program self-sustaining. This is a formally nationally registered apprenticeship program. Upon completion of the apprenticeship, the graduate will receive a completion certificate from the State of Arizona stating they have completed an apprenticeship program and a Journey worker status. The AZPMAP has established an Advisory Board to oversee the operation of the program as well as a 501(c) (3) to manage revenues and expenditures of the program. Also part the team is a Program Manager and an Administrative Assistant. The goal of AZPMAP is to provide regional precision manufacturers with a world-class workforce through the proven process of Apprenticeship. The scope of the plan, or who are we looking for: Starting with the Apprentices: Graduating High School Students (including GED); Returning Veterans (priority system to place them first); Career Changers; High potential employees that are currently working in a machine shop. As far as Employers, in phase one we start in the valley. In phase two will add other occupations; welders, sheet metal and fabrication and all the things that support machine shops. In phase three we will roll this out statewide program for everyone. In the Community Colleges we have it in two phases. We start with the local/community colleges and then roll this out statewide. The program flow starts with Marketing; Screening and Acceptance; Pre-Apprenticeship Training; Apprenticeship; and ends with Journeyworker. Candidates are tested using the National Tooling and Machining Association (NTMA) test. This includes: Mechanical Aptitude; General Reasoning; Verbal and Written skills and Math skills. The Machinist pay can start at just under \$10 an hour after zero – six months and increase to over \$15 with 25 – 30 months. Web-based tracking and reporting of the hours worked in each competency area, as well as classroom progress and test results. The apprentices will be required to log-in to the AZPMAP website at least once per week to report their training hours in each competency area. Their journey person trainer will also be required to log-in and approve the apprentices' records. The program is now live and official as of June, with a total of 60 applicants.

Randy Kimmens commented on how pleased the district is with the program and would like to duplicate this with other programs. We now have a position that recruits the students and another to create a relationship with the employers. It is important for us to have more certificate programs that are employer based and true to the skills needed.

Rick McCartney had asked for more details about the grant and Mark wasn't really a part of the team and couldn't relay any more than what he shared. However, with 60 participants in a year, this should be enough money to sustain one full-time and one part-time individual to reduce the cost to employers.

Jessica Starr asked about the NTMA Journeyman card. Mark clarified the card is a federally recognized Journey Person card. The question also was asked if this program is happening in any other part of the country. Mark replied "Yes" especially in the eastern part of the county. The difference is we have created a way to help/support the small businesses to have an opportunity to sponsor a program like ours. And the web-based tool for tracking and reporting is unique to our program. Jessica also asked about the median rate of pay for a machinist. Tony couldn't give an authoritative answer but suggested a machinist in his shop that has five years experience could make \$20-25 an hour.

Marie Sullivan asked about the criteria entering into the program are you interested in working with ex-offenders. Mark replied, "Yes." The second question was about the student subsidizing their own tuitions into the community college. Mark said the first would be paid by the grant money. It is likely that the employers may pay for the second and third year.

Rodney Pack asked about the administration of the NTMA tests. Mark stated they two/three proctors from the team; they gather the potential apprentices together; they will complete the written test graded by a scan-tron; then sent to NTMA for scoring and the results are then returned to us.

Jessica Starr asked about the image and what is being done to shift this, especially the parents that influence the directions their kids will be taking. Tony shared about a new video created by [Jeremy Bout with the Edge Factor](#) that engages the viewer with excitement to participate in the apprenticeship.

**6. Assistant Director's Report – For Information Only**

- **Overview of MWC 2007 – 2012** Patrick presented the board a graph displaying total customer visits just within the two one-stop centers totaling about eight – ten thousand customer visits a month. By the end of this fiscal year, we should be approaching about 110,000. This doesn't factor in the Access Points or the Affiliate Centers or any of the other customer contacts. But since April of 2007, when the recession started, we were at 570,000 customer visits. All, but about 30,000 has happened since the onset of the recession started. The more interested number is made up in terms of not only visits to the one-stops but also the Access Points all of our Rapid Responses in terms of being out and engaging employers and those losing their jobs; all the external job fairs and partnerships in the different annual events with our partners; our training team is always out there presenting to external groups. Patrick's best guess is about 650,000 Customer Contacts. Since the recession started we have been in one of every 25 households in our service territory. This is somewhere between four – five percent of the population. One thing that we have come to value culturally, certainly since 09/11, is the role 'first-responder' play in the community and how important they are. But here in this building and in each one of the programs represented, we have been the 'first-responders' to a long running economic crisis and it all has been played out right here. The role this group has played is extremely important, the role that our team and our partners have played is also important. Patrick acknowledged the MWC team before the board and expressed his gratitude for a job well done. The applause is warranted because we run about a 94 – 96% Customer Satisfaction. The survey is done in a very scientifically and statistically valid way. We use the County's research and reporting to do this for us. This is all blind and is done anonymous. But to have that data come back and say 94% of your customers are satisfied, when many of them have been out of work for over a year, is an indication of how good this team really is.
- **Recent Developments in WIA and the State of Arizona**
  - We have been spending the very last of our ARRA funds for the SESP Grant. And Kristen Merse is doing a wonderful job at managing that program. Initially we started with a goal to Enroll 991 and Employ 600. We aren't done with the program, it will run through January 2013 and we are still enrolling people. Between us and the City of Phoenix we have enrolled well above 1,200 and employed a little over 1,000
  - Patrick introduced Sheila Shedd with Governor's Council on Workforce Policy to share the good news about the MWC Two-year Plan. Sheila shared this past Tuesday; The WIA Committee with the Governor's Council did approve your Two-year Plan. Highlights from the plan, they were very impressed with the fact you started from scratch and made it so it is business driven. They really appreciated you taking the steps toward that. So much that one of the things we are pulling from your plan is that we are also moving the State's to a business driven as well.
  - AJC Implementation has replaced the VOS system. DES is pulling together a user's-work group and Diana Shepherd has been selected from our group
  - WIA Performance, we have been functioning and performing at a level that was pre-recession and again an enormous credit to the team that works here and in Gilbert that makes it happen
  - Two National Association of Counties (NACo) Awards were given to MWC. One for the MCLE Program and the other for the Access Points Program. One of the largest in the country, we are at about 50 Access Points. We do have nearly all the county covered; we do have a few geographic pockets that we don't have a presence in yet so we will focus on this to have a network that covers the entire geography.
  - We opened up a Community Justice Support Services (CJSS) in Gilbert and this program in integrating well.
  - On our Youth Council, we implemented new quality measures and those are working well
  - We had two major audits this year; one by the Auditor General from the state that came out absolutely clean. And we just completed a fiscal audit with DES that resulted with no findings and two minor observations. Again, this is attributed to our MWC Team.
  - DES Relocates from Dobson Site to Downtown Mesa
  - New Four-Year State Plan under development – Patrick commented some 'helpful suggestions';
    - Regional Business Service Team Concept
    - New ACA Dashboard Measures
    - Possible Rebranding – there are significant cost in completing this
    - Re-launch the LWIA Chartering
  - Sheila Shedd commented about the rebranding proposal and is also concerned with the cost involved with completing this mandate.
  - New Website for the Human Services Department, there will be a soft-launch in the next few days. Once the MWC piece is completed, there will be an automatic re-direct from the old site to the new site. One feature, of the new website, for our job-seekers that have multiple needs, they will have links and connections to all other kinds of relative and

important resources. This website will give us the functionality and capability to deliver virtual services for the next wave of what we will be doing.

- Plans approved and purchase orders approved to Re-design the West Valley Career Center front-end. Terry Farrell has taken the lead and done a good job. Currently there are security and customer traffic flow issues. We are redeveloping and it will look similar to the Gilbert center and improve customer service.
- Sequestration and Economic Recovery; programs, such as ours, and all federally funded efforts have to prepare themselves for what is coming, some cuts in domestic spending. These cuts whether on the Private or Public sector will take a hit on the economic recovery. This could be around the neighborhood of about 1.3 – 1.5% hit on GEP. This translate to people losing their employment, this translate to more business in our facilities. However, for Maricopa Workforce Connections, the allocation formula used by the State; the mathematics in that actually worked out in our favor. This means that if cuts are coming our way, we can absorb some cuts and still not sacrifice our service capability. Also the current situation in China and the Euro zone is concerning. China's GDP has grown from 6% down to about 2%. Also, if the Euro Zone can't find their way out of the box they put themselves into, that is going to hurt too. Everything is globally connected that either one of these getting into trouble or faltering is going to have a domestic impact on employment. Patrick shared that if any of these circumstances or a combination of them happens that GDP for the country will go from 2-3% to nearly flat.
- Assistant Director Recruitment: Patrick wrote a transition plan and committed to carrying out before he leaves. Patrick has been working with Trish Georgeff and is near to the point where there is a conceptual agreement. There will be some interim leadership while there is a recruitment going on. Patrick has committed himself, using his contacts across to country to promote this position and try to help recruit the broadest possible pool of top talent.
- Patrick's final thought is for the next board meeting scheduled for August 23<sup>rd</sup>, be considered as 'Tentative' so the next meeting is the successor as the Assistant Director for Workforce Development Division. Patrick also expressed his sincere appreciation to the board for making his job easier than perhaps it should have been. Also, the board is encouraged to assist Trish with the process of recruitment.

Rick McCartney commented, before the Call to the Public, on Patrick's leadership skill and how much it has meant to this organization. We are thrilled for what you are doing and where you are going; but this organization has prospered, a lot of what you just described is because of your leadership.

A few of the board members also commented on how appreciative they are towards Patrick and what a great job he has done with the team and the organization as a whole.

#### **7. Call to the public –**

- Sheila Shedd expressed her appreciation towards Patrick in his leadership and guidance in teaching her the workforce system.
- Victoria Sanchez introduced the MCLE group present during the board meeting. These are Youth in the community wanting to learn how local governments function.

#### **8. Adjournment - Meeting adjourned at 11:01 a.m.**